

Lumen® Hosted VoIP with Webex

Administrator guide to migrate users to Webex
from Business Communicator

April 5, 2022



Table of Contents

Business Communicator is end-of-life (EOL)	3
Hosted VoIP with Webex replaces BC	3
About Webex	3
System requirements	4
Desktop requirements	4
Mobile requirements	4
Firewall requirements	4
Private port MPLS requirements	4
High-level steps to migrate users to Webex	5
Confirm users have a unique email address	5
Free Webex account	5
Corporate Webex account	5
Email associated to more than one Business Communicator feature	6
Bulk download all users	6
Review email addresses in bulk download	7
Determine the quantity of Webex packages you need to order	7
Order Webex features	7
Migrate from BC to Webex application	9
Confirm you have enough features in inventory	9
Manual migration to Webex application (one at a time)	10
Bulk load migration to Webex application (many at a time)	13
Remove Business Communicator (BC) features from your account	14
What users can expect	16

Business Communicator is end-of-life (EOL)

Lumen partnered with Cisco to provide the Business Communicator (BC) application. Cisco has determined the BC has reached EOL, which means it is no longer supported by Cisco. Patches, bug fixes and security upgrades will no longer be offered. Little if any support can be provided for issues that may arise with the app at this time.

Further, Lumen will be retiring the BC app as early as **May 1, 2022**. When that occurs, the app will no longer work.

Hosted VoIP with Webex replaces BC

Lumen will continue to partner with Cisco to provide our customers a new collaboration experience, seamlessly delivering Hosted VoIP calling solutions with Cisco Webex advanced messaging and meeting capabilities. Hosted VoIP with Webex replaces the BC applications you are currently using.



Important:

To ensure there is no lapse in service with your softphone/collaboration users, you are urged to transition BC users to the new Webex by or before **April 29, 2022**.

About Webex

The Webex packages are an add-on feature with the following capabilities:

Webex package	Features	Price	Compatible BC package
Softphone Only	Voice and video calling using Lumen Hosted VoIP	Free	Business Communicator Voice & Video (\$2.95)
Basic Collaboration	Includes Softphone Only features plus: <ul style="list-style-type: none"> • Direct and Team Messaging • 25-person Webex VoIP meeting 	\$5.95	Business Communicator Collaboration (\$5.95)
Standard Collaboration*	Includes Basic Collaboration features plus: <ul style="list-style-type: none"> • PSTN call in or call back numbers 	\$9.95	No equivalent package offered
Premium Collaboration*	Includes Standard Collaboration features plus: <ul style="list-style-type: none"> • 1000-person meeting 	\$19.95	No equivalent package offered

* Details about upgraded packages can be found on the Hosted VoIP support page or by contacting your account team. The support page is located at the following URL: [VoIP support | Lumen](#).

System requirements

For the most current requirements, use this link: [Team Collaboration - Webex | System Requirements and Support Policy](#)

Desktop requirements

Windows 10 or higher is required. You can choose a 32-bit or 64-bit installation. Check your **system type** to see which installation to use as follows:

- Right click on the **Windows** menu.
- Search for **system information**.
- Open system information and refer to **system type**.

For Mac, you must have macOS 10.13 or higher. You can choose a Mac OS Intel or Mac OS Apple M1 chip installation for Webex. Check your **system type** to see which installation to use as follows:

- Open the **Apple** menu
- Select **about this Mac**
- In the **overview** tab, look for **processor** or **chip** and check if it's Intel or Apple.

Mobile requirements

- iPhone and iPad—iOS 13.7 and later, and iPadOS 13.7 and later.
- Android Smartphones—Oreo 8.0 and later (3GB of RAM required).

Firewall requirements

Visit Cisco's help center for current firewall requirements: [How Do I Allow Webex Meetings Traffic on My Network?](#)

Private port MPLS requirements

Some customers are connected to Business Communicator (BC) using a Private Port/MPLS connection for voice services. The BC may connect through the Private MPLS for HTTP and SIP for logon and voice services. If you are a customer with this design, the below requirements are needed when certain firewall or routing designs prevent the new Webex client from reaching public internet for login/message/meeting capability.

Logging into the Webex client requires access to a public internet connection.

- Desktop/mobile routing must allow a connection to public internet
The Webex connection can take two different paths.
 - 1) Router can provide an internet connection through a different Lumen or non-Lumen provided circuit.
 - 2) The MPLS circuit could be configured with an "internet drain" private/public port connection to Webex.This is required for all package types. Login of softphone requires connection to the Webex cloud.
- For basic/standard/premium collaboration packages, you must allow all meetings and messaging connections points to the Webex clouds through the public internet.
- SIP/RTP will still flow through Private MPLS for calling features to the same SBC address that is used by the customer today with BC.

The IP and port requirements are the same for public customers if they have specific blocks for the required ports. Visit Cisco's help center for current firewall requirements: [How Do I Allow Webex Meetings Traffic on My Network?](#)

High-level steps to migrate users to Webex

High-level steps to migrate users from BC to Webex are listed below and described in detail in subsequent sections.

1. Confirm each BC user has a unique email address. This is a requirement of the Webex application.
2. Order the corresponding Webex packages before attempting to migrate users to the Webex application.
3. Migrate from BC to Webex.
 - a. Remove the BC feature from end user(s)
 - b. Add the Webex feature to end user(s)
4. Remove BC features from your account. This is necessary to have these features removed from your bill.

Billing: You will continue to be billed for BC features until an order is submitted to have them removed and that order completes.
5. Each end user will receive a Welcome email when the Webex feature has been added to their VoIP number. Email includes a link to download the app and login instructions.



Caution: End users should **not** attempt to log into the Webex app until they receive their Welcome email confirming the Webex feature has been assigned to them.

Doing so before that email is received may result in the end user creating a free Webex account. Users with a free Webex account will not be able to log into the Hosted VoIP with Webex account until they delete their free account.

Instructions to delete a free account can be found on Cisco's help menu:

[Webex free plans](#) | [Delete your free account](#)

Confirm users have a unique email address

A requirement of Cisco is that each user receiving a Hosted VoIP with Webex feature must have a unique email address. An email is **not unique** if:

- It is associated to a free Webex account.
- It is associated to a corporate Webex account.
- It is associated to more than one user who also has a Business Communicator feature.

Free Webex account

If an end-user's email is associated to a free Webex account, the Webex feature can still be added to that user. Cisco will send an email prompting the user to delete the free account. Once they do, the Webex account through Lumen will be immediately available to use. You can also find instructions on Cisco's help pages: [Delete your free Webex plan](#).

Corporate Webex account

If the users email address is associated to your company's corporate account, you cannot assign the Hosted VoIP for Webex feature using that email address. You will need to create a different email/alias or migrate the Hosted VoIP for Webex to your existing organization. For details, visit this link on Cisco's help pages: [Add Webex for BroadWorks to Existing Organization](#).

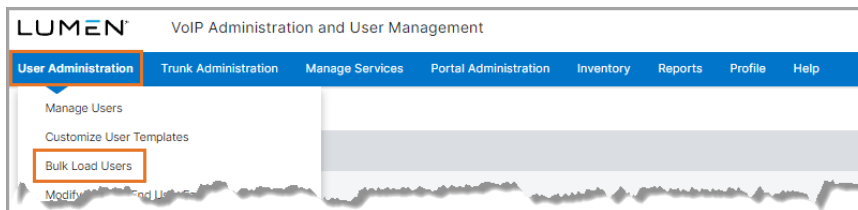
Email associated to more than one Business Communicator feature

Perform a bulk download of all the users in your tenant. This file will show you the email address for each user and which BC package, if any, is assigned. Using this file, you can identify duplicate emails as well as determine how many of each Webex package you will need to order.

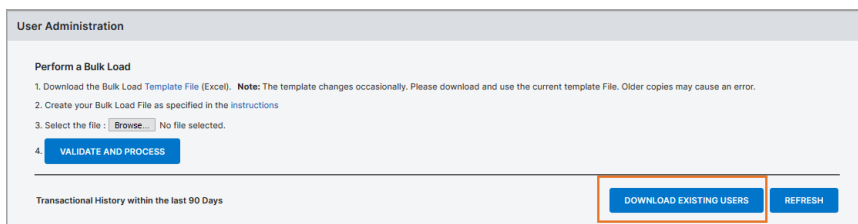
Bulk download all users

Log into the administrator portal and follow the steps below to download your users.

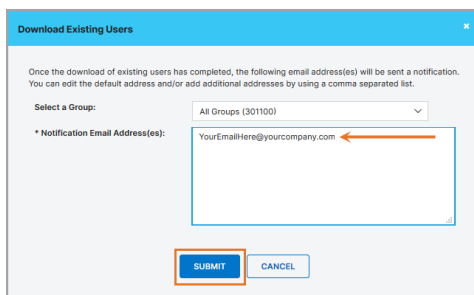
1. Hover your cursor over **user administration** in the main menu.
2. Click on **bulk load users** in the drop-down menu.



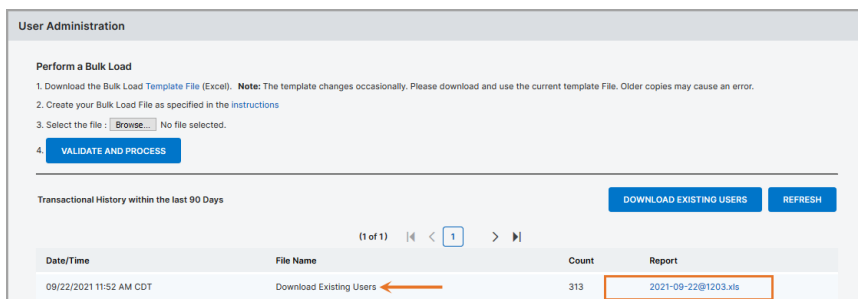
3. Click **download existing users**.



4. Confirm the email address is correct and click **submit**.



5. You will receive an automated email notifying you when the download is available.
6. Follow steps 1-2 to return to the **bulk load users** page.
7. Click on the link in the **report** column to the right of the file named **download existing users**.
8. Save this file to your desktop. You will use it to track updates in the following steps.



Review email addresses in bulk download

Using the bulk download file you saved in the previous step, identify BC users and confirm they each have a unique email address. Capture any email address changes that will be needed in this file.

1. Refer to the **Business Communicator** column (AB) to identify which users have the BC.
2. For BC users, check the **e-mail address** column (F) for duplicate email addresses.
3. Replace any duplicate email addresses with a unique email address and highlight the cell as a reminder this email will need updated.
4. Save the file. It should now have all unique email addresses.

Determine the quantity of Webex packages you need to order

Use the bulk download to identify how many of each BC license is assigned. This will be the quantity of compatible Webex features you will need to order. If you have more than one group, break these quantities down further by group.

1. Refer to the **Business Communicator** column (AB) to identify which BC package type a user has.
2. The corresponding Webex replacement packages are as follows:

If the column says:	Replace with Webex package:
Voice/Video	Webex Softphone Only
Collaboration	Webex Basic Collaboration
3. Check to see if you have more than one **group (group#)** (column K). If so, you will need to break out the quantity and type of Webex packages needed for each group.
4. Document the quantity of each Webex package needed for each group. For example:

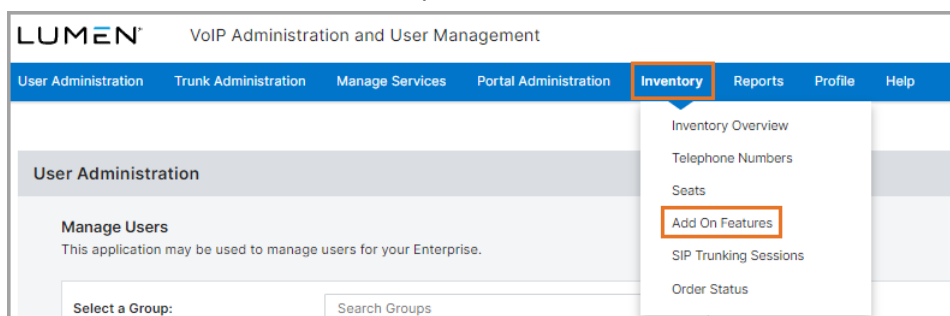
Group	Webex Softphone Only	Webex Basic Collaboration
Denver (a-10010)	15	42
Las Vegas (a-10925)	18	0

Order Webex features

Using the quantities by Webex packages you derived in the last step, submit a portal order to add Webex features to your inventory. If you have more than one group, you will need to submit an order for each group.

This type of portal order typically completes in 60 minutes or less. You will receive an automated email confirming when the order has been submitted and another confirming when it has completed. Your features will be available in inventory once that process is complete.

1. Hover your cursor over **inventory** on the main menu.
2. Click **add on features** from the drop-down menu.



3. If you have more than one group, select the appropriate group in the **select a group** drop-down menu.

4. Click **get**.

Inventory

Add On Features
Summary and Edit

Select a Group:

5. Enter the quantity you would like in the **add** column next to the appropriate Webex add-on feature.

Inventory

Add On Features
Summary and Edit

Group: DUBLIN (a-193991)

Type	In Use	Available	Pending	Total	Add Features	Remove Features	Action
Webex Basic Collaboration	0	0	0	0	<input type="text" value="7"/>	<input type="text" value="0"/>	
Webex Premium Collaboration	0	0	0	0	<input type="text" value="0"/>	<input type="text" value="0"/>	
Webex Softphone Only	0	0	0	0	<input type="text" value="23"/>	<input type="text" value="0"/>	
Webex Standard Collaboration	0	0	0	0	<input type="text" value="0"/>	<input type="text" value="0"/>	

6. Confirm your email is correct and click **place order**.

Inventory

Add On Features
Order Confirmation

Type	Add	Remove
Webex Basic Collaboration	7	
Webex Softphone Only	23	

Whom shall we contact if a question arises regarding your order?

* Is a required field.

* First Name:

* Last Name:

* Phone:

* Email:

Comments:

7. You will receive an automated email confirming your order has been submitted.

8. You will receive an automated email confirming your orders has been completed.

Note: Repeat these steps to order features in additional groups. If you are submitting more than one order, you may incur an order stacking issue in which case your order will fail with **error 3**. If that occurs, wait until the previous order(s) complete. You can then submit additional orders through the portal.

Migrate from BC to Webex application

Before assigning the Webex feature to a user, you must first remove the BC feature. Please note that once the BC feature is removed, it **cannot** be added back to that user nor re-purposed for another user.

For this reason, prior to removing the BC, it is pertinent that you have confirmed all email addresses are unique and added enough Webex features to your inventory.



Critical: Attempting to add a Webex feature to a user will fail if:

- The email address is not unique.
- There are not enough features available in inventory.

There are two ways you can migrate from the existing BC feature to the new Webex feature:

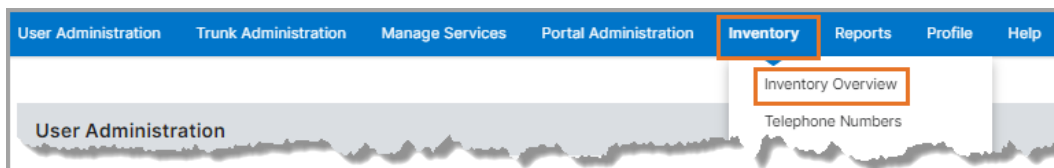
Manually – use this method if you have one or a few that you will be replacing.

Bulk load – use this method if you have many users for which you need to replace the feature.

Whether you opt to migrate manually or by bulk load, we recommend you check inventory in the portal to confirm you have enough Webex packages available.

Confirm you have enough features in inventory

1. Hover your cursor over **inventory** on the main menu.
2. Click **inventory overview** from the drop-down menu.



3. Select the appropriate group from the **select a group** drop-down list.
4. Click **get**.

Type	In Use	Available	Pending	Total
Webex Softphone Only	0	3	0	3
Webex Basic Collaboration	0	15	0	15

5. If you do not have enough features available in inventory, refer to the section [submit portal order for Webex add-on features](#).

Manual migration to Webex application (one at a time)



Best practice:

Configure one user with Webex to verify connectivity and login on your network before moving forward with a complete migration.

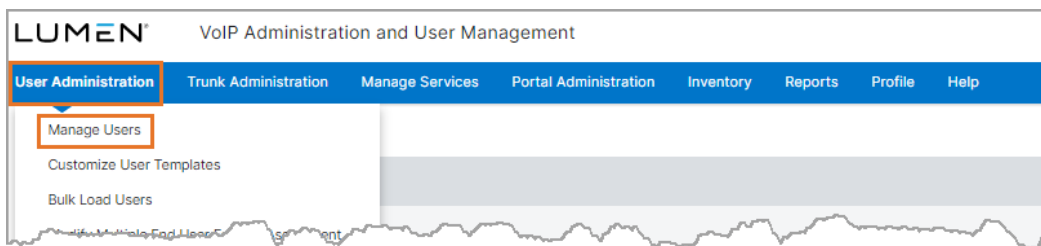


The first user provisioned with Webex:

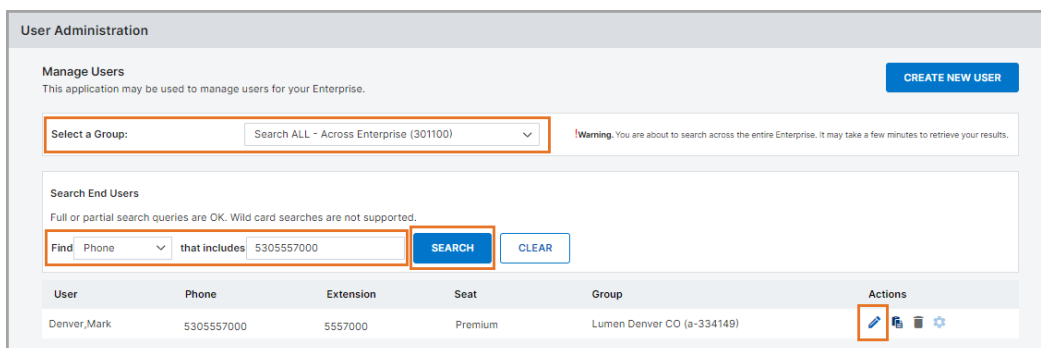
The first user to whom Webex is added will take ~15 minutes to build. As such, wait at least 15 minutes before having that user log into the application. Subsequent users to whom Webex is added will be build and ready to use almost immediately.

Use this method if you have one or a few email users that need migrated to Webex. With this method, you will remove the BC and then add the Webex. If necessary, you can update the email address at the same time you add the Webex.

1. Hover your cursor over **user administration** on the main menu.
2. Click **manage users** from the drop-down menu.



3. Select **search all-across enterprise** in the **select a group** drop down.
4. Select **phone** from the **find** drop down menu.
5. Enter the number you're searching for in the **that includes** field.
6. Click **search**.
7. Click the **edit** icon next to that number.



8. Click on the **feature assignments** tab.
9. Click on **manage Business Communicator**.

The screenshot shows the 'Feature Assignment' tab with a table of devices. The 'MANAGE BUSINESS COMMUNICATOR' button is highlighted with a red box.

Device Name	Phone MAC Address	Belongs To	Action
5405557000_BC-PC		Mark Denver	Manage Device
5405557000_BC-PC-TABLET		Mark Denver	Manage Device
5405557000_BC-PC-MOBILE		Mark Denver	Manage Device

Buttons: ADD PHYSICAL DEVICE, **MANAGE BUSINESS COMMUNICATOR**

10. Click the **none** radio button.
11. Click **save**.

The screenshot shows the 'Manage Business Communicator' section. The 'None' radio button and the 'SAVE' button are highlighted with red boxes.

Softphone	In Use	Available	Total
Business Communicator Voice/Video	9	11	20
Business Communicator Collaboration	47	73	120

Download Type: None Voice/Video Collaboration

Buttons: **SAVE**, CANCEL

12. You will be returned to the **user settings** tab. Scroll to the bottom of the page and click **save**.

The screenshot shows the 'User Settings' tab. The 'SAVE' button is highlighted with a red box.

* Is a required field.

* First Name: Mark

* Last Name: Denver

Buttons: **SAVE**, CANCEL

13. You will be returned to the **manage users** page. Click the **edit** icon next to the number.
14. Click the **feature assignment** tab.
15. Click the **manage Webex** button.

The screenshot shows the 'Feature Assignment' tab. The 'MANAGE WEBEX' button is highlighted with a red box.

Device Name	Phone MAC Address	Belongs To	Action
-------------	-------------------	------------	--------

Buttons: ADD PHYSICAL DEVICE, **MANAGE WEBEX**

16. Update the email address, if necessary. **Enter in all lowercase.**
17. Click the radio button next to the appropriate Webex package.
18. Click **save**.

Manage Applications

🔍 User Specific Email:

🔍 Webex Package:

- None
- Softphone (Available: 16)
- Basic Collaboration (Available: 0)
- Standard Collaboration (Available: 1)
- Premium Collaboration (Available: 0)

There is no Basic Collaboration and Premium Collaboration Inventory available. Please purchase inventory.

SAVE

19. You will see a success message if the Webex package is successfully added.

Success
Action completed successfully.

User Settings Feature Assignment Feature Settings Voice Mail Settings Alternate Numbers

Device Name	Phone MAC Address	Belongs To	Action
a-193991_1633479181922_WX-PC		Mark Denver	Manage Device
a-193991_1633479181922_WX-MOBILE		Mark Denver	
a-193991_1633479181922_WX-TABLET		Mark Denver	

ADD PHYSICAL DEVICE **MANAGE WEBEX**

20. An automated email will be sent to the user with details to download and log into the Webex app.

Bulk load migration to Webex application (many at a time)



Best practice:

Configure one user with Webex to verify connectivity and login on your network before moving forward with a complete migration.

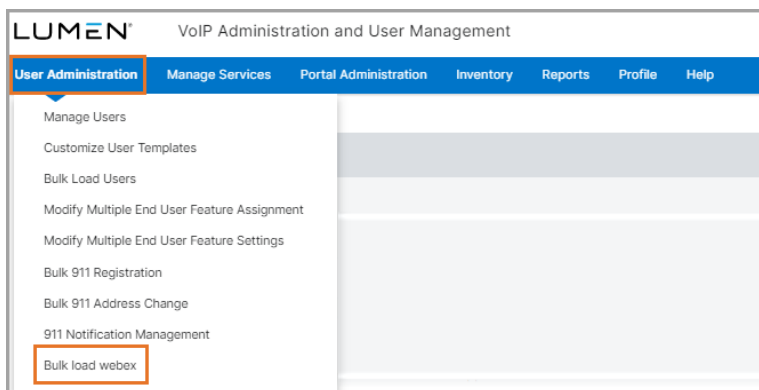


The first user provisioned with Webex:

The first user to whom Webex is added will take ~15 minutes to build. As such, wait at least 15 minutes before having that user log into the application. Subsequent users to whom Webex is added will be build and ready to use almost immediately.

Use this method if you have many users to migrate to Webex. With this method, you will use a bulk load tool that will update the email (if needed), remove the BC and add the Webex in one step.

1. Hover your cursor over **user administration** on the main menu.
2. Click **bulk load Webex** from the drop-down menu.



3. Click **template file** to open a template. Save this to your desktop.

Perform a Bulk load webex

1. Download the Bulk Load webex [Template File \(Excel\)](#). **Note:** The template changes occasionally. Please download and use the current template File. Older copies may cause an error.

3. Select the file : No file chosen

Notification Email Address(es):

4.

4. Update and save the template.

	A	B	C
1	TelephoneNumber	WebexPackage	Email
2	Enter the 10-digit number. (No special characters or spaces.)	Select the correct Webex Package from the drop-down list.	Email is only required if you need to update the email. Enter in all lowercase.

5. Click **choose file** to upload the file you created.
6. Enter your email into the **notification email address(es)** field. (Bulk load results will be sent to this email.)
7. Click **submit**.

Perform a Bulk load webex

1. Download the Bulk Load webex [Template File](#) (Excel). **Note:** The template changes occasionally. Please download and use the current template File. Older copies may cause an error.

3. Select the file: Choose File No file chosen

→ your.email@yourcompany.com

Notification Email Address(es):

4. SUBMIT

8. You will see a **success** message confirming the bulk load was submitted.

✔ **Success** ←

The bulk load webex request is submitted successfully and will be processed in the background.

Perform a Bulk load webex

1. Download the Bulk Load webex [Template File](#) (Excel). **Note:** The template changes occasionally. Please download and use the current template File.

3. Select the file : Choose File No file chosen

Notification Email Address(es):

SUBMIT

9. When the bulk load completes processing, you will receive an email with bulk load results attached.
10. Open the bulk load results to confirm all updates have succeeded.

Note: If any fail, you will see an error message explaining why the update failed. Working from the file you uploaded, remove all the rows where the feature was successfully added, take necessary action to correct information for those that failed, save this new file. Follow the steps above to bulk load it again.
11. An automated email will be sent to users for whom the Webex feature was successfully added.

Remove Business Communicator (BC) features from your account

After migrating users to Webex, you will need to submit an order to have BC features removed from inventory and your bill/invoice. This type of portal order should complete in 60 minutes or less.

1. Hover your cursor over **inventory** on the main menu.
2. Click **add on features** from the drop-down menu.

LUMEN® VoIP Administration and User Management

User Administration Trunk Administration Manage Services Portal Administration Inventory Reports Profile Help

Inventory Overview

Telephone Numbers

Seats

Add On Features

SIP Trunking Sessions

Order Status

User Administration

Manage Users

This application may be used to manage users for your Enterprise.

Select a Group: Search Groups

3. Select the appropriate group in the **select a group** drop-down menu.
4. Click **get**.

Inventory

Add On Features
Summary and Edit

Select a Group:

5. Enter the quantity to remove in the **remove features** column.

Inventory

Add On Features
Summary and Edit

Group: DUBLIN (a-193991)

Type	In Use	Available	Pending	Total	Add Features	Remove Features	Action
Business Communicator Collaboration	0	8	0	8	<input type="text" value="0"/>	<input type="text" value="8"/>	
Business Communicator Voice/Video	0	5	0	5	<input type="text" value="0"/>	<input type="text" value="5"/>	

6. Confirm your email is correct and click **place order**.

Inventory

Add On Features
Order Confirmation

Type	Add	Remove
Business Communicator Collaboration		8
Business Communicator Voice/Video		5

Whom shall we contact if a question arises regarding your order?

* Is a required field.

* First Name:

* Last Name:

* Phone:

* Email:

Comments:

7. You will receive an automated email confirming your order has been submitted.

8. You will receive an automated email confirming your orders has been completed.

What users can expect

We're making the transition to Webex as easy as possible.

A welcome email.

When you assign a Webex feature to a user, they will receive an automated welcome email notifying them that their new feature is ready to be used. The email includes all the details needed to get started using Webex, including a link to download the Webex application, and a link to learn more about the feature.



Caution: End users should **not** attempt to log into the Webex app until they receive their Welcome email confirming the Webex feature has been assigned to them.

Doing so before that email is received may result in the end user creating a free Webex account. Users with a free Webex account will not be able to log into the Hosted VoIP with Webex account until they delete their free account.

Instructions to delete a free account can be found on Cisco's help menu:

[Webex free plans](#) | [Delete your free account](#)

The Webex application download link is sent to each user's in-box, and available in the end user portal.

The link to download the Webex application is: <https://www.webex.com/downloads.html>. It is provided in the welcome email and available in the help menu of the end user portal.

A user ID you already know by heart.

The user's email address will serve as the user ID when logging into the Webex application.

No new password to remember.

The same password you use today for BC and the end user portal will be used to log into Webex. If you have forgotten what it is, you can easily re-set it by going to the login page of the end user portal, clicking I forgot my password and entering your user ID for the portal. Within minutes, we'll email you a link to quickly re-set it. (Link to the portal: <https://voip.lumen.com/oneflex/portal/bvoip>.)

A seamless – nearly unnoticeable – transition in voicemail.

No need to record a new voicemail greeting. When you move to Webex, you will retain the same voicemail box. Saved and new messages on BC will still be available to you on your new Webex feature. Plus, your voicemail PIN will stay the same.

Support for your new Webex application.

In the help menu of the Lumen end user portal, you'll find guides to familiarize you with your new Webex feature. Our partner, Cisco, also provides an array of guides in the help section of their website, which you can access at [Cisco Webex](#).